

Ivan Lissnik

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Work Experience

December 2019 – current

Freelance translator on upwork.com, proz.com

- providing translations from English to Czech and vice versa for different employers
- focus on translating subtitles, medical texts, literary texts, websites and others

November 2017 – December 2019

Edgewater Hotel resort, Porter, Wanaka, New Zealand

- Responsible for delivering luggage, room service and other items for hotel guests
- Providing information and directions to customers regarding the hotel facilities
- Multitasking in different hotel departments including events, restaurant and housekeeping
- Managing bike rentals, setting-up various conferences and weddings, driving guests in the hotel shuttle

August 2017 – October 2017 (winter season)

Cardrona Alpine resort, Cleaner, New Zealand

- Responsible for maintaining cleanliness in the public areas and cafes of the ski resort
- Providing information and directions to customers regarding the ski resort facilities
- Multitasked in various roles including kitchen hand, tilt clerk and housekeeper

December 2016 – April 2017 (winter season)

Hotel Schwarzer Adler, Commis de Rang, St. Anton am Arlberg, Austria

- Working as a commis (assistant) to the chef de rang in the restaurant
- Responsible for serving meals and beverages and providing the information about the menu
- Gained proper server skills in a traditional Alpine hotel restaurant, communicated in two foreign languages

June 2016 – August 2016 (summer season)

Hotel Grimsborgir, Food and Beverage attendant, Golden Circle, Iceland

- Responsible for attending the breakfast buffet, waiting tables during lunch, and restaurant cleaning

December 2015 – April 2016 (winter season)

Hotel Evianquelle*, Receptionist/Waiter, Bockstein, Austria**

- Handle guest arrivals and departures, Handle guest keys, emails
- Provide guests with verbal or written information about the facilities
- Attending the hotel breakfast and dinner buffet, serving drinks and food
- Extra duties assigned including driving the hotel shuttle, cleaning, hotel maintenance

June 2014 – June 2015

Delta Banff Royal Canadian Lodge and Charlton's Banff, Guest Service Attendant/Night audit relief, Banff, Alberta, Canada

- *Handling guest arrivals and departures, making room reservations, handling guest's keys and email communication*
- *Providing guests with verbal or written information about the hotel and local activities and tourist spots*
- *gained customer service skills in a luxurious hotel environment, worked independently and in team*

Education

2010-2013

Palacký University: Olomouc, Czech Republic

Completed a Masters Degree in English Philology and Applied Economics

2012

Goethe University: Frankfurt am Main, Germany

Erasmus exchange program in American Studies, gained A2 German language certificate

2007-2010

Tomáš Baťa University: Zlín, Czech Republic

Completed a Bachelor Degree in English for business administration

2004-2007

Secondary Private School of Business and Tourism: Kromeriz, Czech Republic

Completed a 4 years with the major in Tourist industry

Skills

- *Languages: English (Fluent), German (Communicative), Czech (Mother language)*
- *Computer: Advanced skills using Microsoft Office Suite (Excel, Word, PowerPoint) advanced skills with Opera management system*
- *Other certifications and qualifications (International Drivers License)*